

DON'T FLUSH THAT WIPE!

Class action and individual lawsuits have been filed in courts around the country against the manufacturers of so called "flushable" wipes. The packaging of many wipes state that they are flushable; but they are not.

Unfortunately, the majority of wipes on the market don't biodegrade quickly enough to avoid clogging pipes. Toilet paper disintegrates almost immediately, but disposable wipes wreak havoc on sewer systems.

After being flushed, many times wipes get caught in a home's plumbing system. Once stuck, wipes eventually create a blockage. Other things catch on and the next thing the homeowner knows is that they are calling a plumber and paying a few hundred dollars to get their drain snaked.

If a wipe does make its way through the home's plumbing system, it can make it all the way to the lift stations or wastewater treatment plant where they just

wrap themselves around the equipment. This results in damaged equipment and additional repair and maintenance expense.

An article published on Forbes.com in April 2019 cites a study that tested 101 single-use wipes and not one of them passed a flush-ability test. Instead the wipes failed to fall apart or disperse safely in the tests. A similar but unscientific study conducted by Carmel Utilities produced the same results.



Here is a wipe that was put in a jar of tap water in 2017. It was still fully intact February 2020!

Carmel Utilities thanks you for not flushing that wipe!

City of Carmel Utilities
Jim Brainard, Mayor

2019 ANNUAL REPORT

I am proud to provide you with Carmel Utilities 2019 Annual report. In 2019 Carmel Utilities continued to ensure safe drinking water and wastewater treatment for our growing community. We currently service more than 30,000 homes and businesses and we are poised to meet the demands of future growth.

Utility infrastructure planning is ongoing. In 2019 we continued to provide excellent service, planning and system growth meeting the needs of Carmel residents. We also started the planning and application for low interest funding for our water service expansion and solar project. The water expansion will bring water availability to all homes and businesses in our service area. The solar project is a 1 megawatt installation at one of our water treatment plants or near a sewer lift station. This is part of the Utilities continual effort for environmental sustainability.

The application of the funding for these two projects is through the Indiana Finance Authority. This gives us below-market rates, which enables us to pass along those savings to our customers. Look for more information on these two projects in the coming months.

Carmel Utilities is a non-profit utility and no tax dollars are used to fund our operations. We are totally funded by ratepayers with no profit or shareholder returns built into our rates. We deliver award winning service at the lowest possible cost. We are able to maintain funding to repair and replace our distribution water mains and sewer collection system while keeping rates low.

We are looking forward to another great year in 2020.

John Duffy,
Utilities Director

Carmel Utilities Citizens Academy

Twice a year, Carmel Utilities holds a Citizens Utility Academy to help our customers discover the answers to the questions listed to the right. This program enables our customers to take a behind-the-scenes look at the various operations of our Utility. Participants get to tour key facilities such as our Water Treatment plant and Republic Services Recycling Center. They talk with Utility leaders about current issues and learn about the challenges the Utility faces every day. The Academy is held weekly for six weeks and each session is approximately two hours in length. The meetings take place at our various Utilities operational sites.



Do you ever wonder where your water comes from and how it gets to you?



Do you ever wonder what happens to your recycling?



Do you ever wonder what happens to your water after it goes down the drain?



Join Us!

For more information visit:

www.carmel.in.gov/government/departments-services/utilities/citizens-utility-academy

Carmel Utilities benefits our community in more ways than providing water and wastewater services.

- Manages the citywide trash and recycling program bringing curbside recycling and low service fees to all homes in Carmel.
- During the winter months, our staff members utilize 25 of our utility vehicles equipped with snowplows to help clear snow during big snow events.
- Our community outreach and education provide the Carmel Utilities Citizens Academy and Water Treatment Plant tours.
- Seasonal holiday light recycling drive and semi-annual electronics recycling and bulk item drop off events.

Residential Trash & Recycling



**Reduce
Reuse
Recycle**

29,875
NUMBER OF
CUSTOMERS

32,339
TONS OF TRASH
DISPOSED OF IN 2019

8,504
TONS OF RECYCLING
COLLECTED
IN 2019

City of
Carmel Utilities
www.carmel.in.gov • (317) 571-2442

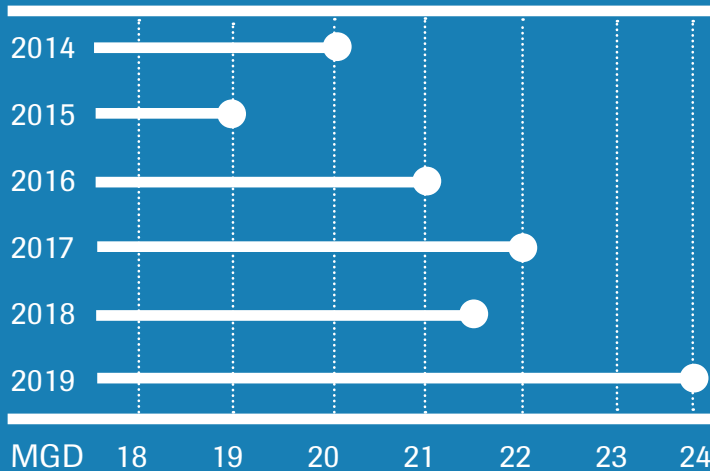


WATER UTILITY

ANNUAL WATER PRODUCTION
3,581,332,000 GALLONS

AVERAGE WATER DEMAND
10.3 MILLION
GALLONS PER DAY

PEAK-DAY WATER DEMAND—MGD

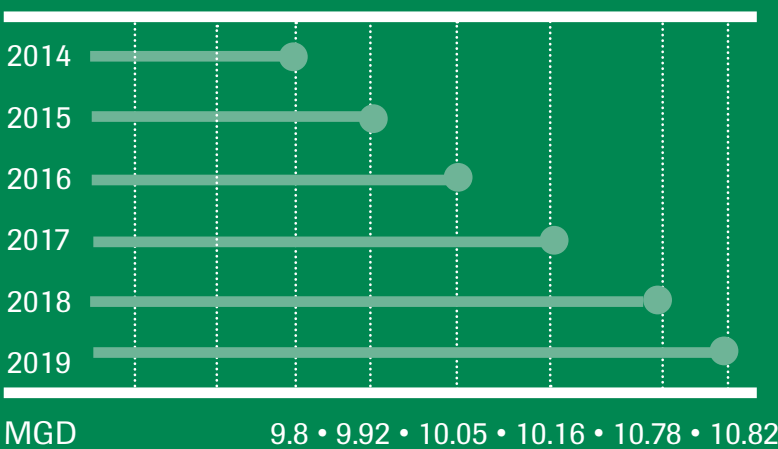


WASTEWATER UTILITY

ANNUAL WASTEWATER FLOW
3,892,000,000 GALLONS

CLASS IV CONVENTIONAL-ACTIVATED SLUDGE-TYPE PLANT
10.82 MILLION
GALLONS PER DAY

AVERAGE MGD



FACILITY INFORMATION

4
TREATMENT
PLANTS

TREATMENT CAPACITY MGD
CURRENT: **34 MGD**
EXPANSION: **38 MGD**

SIZE OF SERVICE AREA
SQ. MILES/ACRES:
50.23 SQ MILES

AWARD WINNING

Named Best in Class
by the Environmental Protection Agency
Nation's First Municipal BioPasteur System
for Class A biosolids

Outstanding Laboratory Award (2001-2019)
Indiana Water Environment Association Lab
Left to Right: Tara Washington and Rachel Calhoun.



\$10,988,604
2019 OPERATING BUDGET

\$169,211,329
TOTAL ASSET VALUE

57
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION 2019

30,776
NUMBER OF CUSTOMERS

865 TOTAL
275 EMERGENCY
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

3012
NUMBER OF WORK
ORDERS SERVICED

550
MILES OF WATER MAINS

5524
NUMBER OF FIRE HYDRANTS
INSPECTED/SERVICED

39,177
NUMBER OF 811
WATER LINE LOCATES

\$7,993,794
2019 OPERATING BUDGET

\$66,235,906
TOTAL ASSET VALUE

48
NUMBER OF EMPLOYEES

365
NUMBER OF DAYS
IN OPERATION 2019

16,597
NUMBER OF CUSTOMERS

42
NUMBER OF CUSTOMER
CALL-INS FOR EMERGENCY
RESPONSES

2075
NUMBER OF WORK
ORDERS SERVICED

265
MILES OF SANITARY MAIN

134473 FEET OR
25.4 MILES
SANITARY SEWER MAIN
CLEANED/TV INSPECTED 2019

21,775
NUMBER OF 811
SEWER LINE LOCATES



Promote WaterSense
and water efficiency.



Awarded to communities who
go above and beyond the state's
requirements for protecting their
drinking water supply.



Educates people and inspires
action to ensure sustainable,
clean groundwater for future
generations.



Through a series of advanced wastewater
treatment processes, Carmel Wastewater
Treatment Plant maintains an excellent
reputation as a highly efficient
and reliable treatment facility.

